

Role Description – Secretarial Team Leader

Department: Legal Support

Location: Dubai

The role

Manage a team of secretaries, ensuring even spread of workload between the secretarial allocation, dealing with absence and holiday requests. Assist in the induction of new joiners (support and fee earners). Main point of contact for the secretaries and the wider team which includes partners and fee earners. Help maintain good morale among secretaries, monitor performance and provide feedback for reviews. Be proactive with new initiatives and training needs for the secretary team. Manage effectively difficult conversations with all team members, take a pragmatic approach and find solutions to overcome any issues.

Key responsibilities

Secretarial Support

- Creating and amending documents, correspondence and emails, to a high degree of accuracy and to tight deadlines
- Opening new files through Intapp Open, identify and collect the required KYC documents for new clients
- Scheduling meetings with clients, booking meeting rooms, video conferencing etc
- Liaising with other departments, following up on queries from fee earners
- Managing partner / fee earners' diaries and travel arrangements (flights/taxis/hotel accommodation)
- Co-ordinate the billing process on behalf of the partner, liaise with the casehandlers in respect of any changes and instructions to finance to finalise the invoices; sending invoices out to clients
- Liaising with the translations' department and corporate services' department
- Assisting fee earners with adding time entries on Intapp Time
- Liaising with clients and their secretaries
- Assisting fee earners with administrative tasks including expenses
- Updating the firm's client database on Interaction

Workflow

- Responsible for secretarial allocation, ensuring workflow is maintained, making changes as necessary
- Monitor workload, ensuring work is evenly distributed. Evaluate on a regular basis and discuss with secretaries to ensure no under/overcapacity, thus ensuring secretarial services are being used as efficiently as possible
- Ensuring all deadlines are met within the team
- Authorise leave for the team, ensuring adequate resources are maintained to cover the workload

Supervision

- Provide test material for interviews and assess results
- Manage and facilitate the interview process for secretaries
- Provide training for new secretaries as necessary and making sure each secretary attends all mandatory training
- Monitor performance during probationary period, ensuring work is produced according to housestyle
- Monitor performance and attitude of secretaries on an ongoing basis and give feedback for reviews
- Be confident in your communication when speaking with the partners and case handlers with regards to any concerns they may have

Induction

- Participate in new joiner process and ensure partners, fee earners and secretaries are properly integrated; ensure new joiners have the necessary access to the relevant software, training and documents for their role
- Ensure buddy system is working and assist with integration of new secretaries into the team
- For partners and fee earners ensure that the relevant meetings and introductions with key team members are arranged, on-going training of the systems and regular check-ins for the first couple of months

General

- Attend group meetings where appropriate (practice group, partner, secretarial, admin)
- Put forward ideas to improve working practices
- Work with other Team Leaders to manage secretarial services across the firm
- Liaise with management and HR on any performance related issues
- Inputting towards secretarial reviews, obtaining feedback and producing summaries and assisting in their development and objectives for the coming 6-12 months ahead
- Attending team leader meetings
- Arranging secretarial meetings within the department and within the firm
- Maintain holiday and sickness records for the wider team (partners and fee earners)
- First point of contact for all partner/fee earner/support queries as well as other departments throughout the office
- Inputting to management projects on the secretarial function
- Identify appropriate training opportunities and encourage team members to attend sessions to support their personal and technical development

Candidate profile

- Good standard of education; a secretarial qualification is desirable
- At least 3-5 years of experience as a senior legal secretary in a law firm
- Prior supervisory/coaching role experience
- Good delegator and comfortable in a supervisory role
- Strong communication and interpersonal skills
- Excellent IT skills in MS Office
- Organised and able to work to tight deadlines
- Able to work independently or as part of a team and carry out all duties with total confidentiality